

# AVIK BANERJEE

## General Manager

### INTRODUCTION

Experienced and skilled General Manager with expertise in Hotel Management, food and beverage operations, vendor relations, profit & loss management and guest service operations. Proven background in improving operational turnaround. Recognised as an effective manager and team player who generates significant growth in hotel revenue and effectively motivates personnel to provide superior customer service.

### SKILLS SUMMARY

- Demonstrated track record in consistently delivering high quality customer experiences, using hospitality industry best practices.
- Experience in international settings
- Strong financial management (budgeting, P&L accountability, cash flow and balance sheet), HR and line management skills
- Increasing productivity & profitability to the establishment.
- Ability to strategize & analyze reports

### ACHIEVEMENTS AND AWARDS

- Increase of business in Doo Palace Hotel, resulting in expansion of property from 28 rooms to 42 rooms and addition of a new swimming pool, 3 bars and 1 conference hall
- Received Appreciation of Service Award
- Received Employee of the month
- Foundation Certificate in Food Hygiene
- Seasoned Hotel Manager 2020 Award

### EMPLOYMENT HISTORY

#### Doo Palace Hotel, Makurdi, Benue State Nigeria

- Currently working as General Manager
- From July 2010 – Till Date

#### Responsibilities:

- Coordinated, directed and managed the entire hotel operations, to achieve maximum profitability, ensure complete guest satisfaction, and thereby protected the bottom line business
- Directed and managed property operations to ensure optimum performance and continual improvement in key result areas (guest service, employees, sales/marketing, property appearance, and profit/financial control)
- Oversaw the HR matters, including interviewing, hiring, training, assignments, coaching/counselling and performance appraisals
- Ensure the highest quality is maintained in all the products that are offered
- Ensured that every department head is aware of operational goals and hence is made aware of necessary tools



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Avikbanerjee

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Doo Palace Hotel,  
#1 Father Hunter Street,  
Near Assembly Quarters,  
Makurdi,  
Benue – State,  
Nigeria

#### Computer Skills

- Windows, MS- Office

#### Language Skills

- English, Hindi, Bengali

#### Personal Attributes

- I am an excellent communicator, with a friendly personality
- I am very comfortable interacting with and helping guests
- Self-confident and motivated to take up challenging assignments
- Capable team player to work with people at all levels with strong interpersonal and communication skills
- Fast learner with hunger for knowledge



- Ensure customers grievances are completely addressed

## Hotel Marc Inn, Jaipur

- Worked as General Manager
- From May 2007 to May 2010



## Hotel MJ Residency, Dehradun

- Worked as Front Desk Manager
- From August 2001 to April 2007



## Park Palace Hotel, Kolkata

- Worked as Front Office Supervisor
- From December 1998 to April 2001



## Hotel Keshari, Bhubaneswar

- Worked as Front Office Assistant
- From September 1995 to November 1998



## The Residency Hotel, Bhopal

- Worked as Front Office Assistant
- From March 1994 to August 1995



## TRAINING

### Hotel Hindustan International, Kolkata

- Five Months training in all departments



### Hotel Polo Towers, Shillong

- Five Months training in Front Office & Housekeeping



## EDUCATION

### Diploma in Hotel and Restaurant Management

- IAS School of Management Kolkata
- Year 1994



### Higher Secondary Certificate (12<sup>th</sup> standard)

- Madhya Pradesh Board of Secondary Education
- Year 1991

## PROFESSIONAL REFERENCES

### 1. Deepak Sethi

M D

Best Value Hotels Pvt. Ltd.

Delhi +919911008979

## Passport Details

Passport no: R0922065  
Date of expiry: 08/01/2027

## Personnel Details

Nationality: Indian  
Marital Status: Married  
Gender: Male  
Date of Birth: 20<sup>th</sup> Sep, 1971

**2. Md. Ismail Hamis  
Controller Immigration  
Borno State Command,  
Nigeria +234803634422**

## **DECLARATION**

- I hereby declare the above given information is correct & complete to the best of my knowledge & belief.

**Avik Banerjee**